

LAN Building Meeting
Thursday, September 19, 2002
Room 210
9:00 a.m.

Present

Rick Birrell	Division of Substance Abuse
Ana Chidister	Office of Human Resources
Lauri McCreary	Office of Administrative Support
Michelle Morris	Office of Compliance
Jody Talbot	Executive Director's Office
Jeff Wells	Division of Youth Corrections
Kathy Wilcox	Office of Recovery Services

Welcome

Pete welcomed everyone to the meeting.

Review of Minutes

Pete asked those who were present to review the August minutes that are posted on the web at the site listed below.

<http://www.dhs.innerweb.utah.gov/ot/minutes/lanusermeetings.htm>

Please contact Pete if there is any other changes that need to be made to the minutes.

Action Items

1. Celeron Processor Computers. Pete was able to review the article regarding Celeron processor computers. These computers are considerably less expensive than the pentium processor computers. The Office of Technology has not had a chance to get a computer to be evaluated. The article states that if you are just doing word processing they are a great alternative to other computers.

The Office of Technology would like to evaluate these computers in the future. Lauri McCreary was asked if he would evaluate one if Pete was able to get one in for evaluation.

Lauri McCreary mentioned that the department should stay with the brand of computers already used in the department or that are set as a current standard.

ONGOING PENDING EVALUATION

New Business

SAFE

Current status and version – 2.4

Maintenance Day

On Saturday, September 21, 2002, the Office of Technology will be moving the HSADM2 GroupWise post office to a new server. The move is part of a consolidation project to make GroupWise more efficient with less overhead. The move will be performed between the hours of 10:00 a.m. to 6:00 p.m. During this time period GroupWise email will be unavailable.

In order to prepare for this move, it is important that you perform some personal maintenance tasks. Please archive any important email that you cannot lose. This is just a precaution in case something happens during the move so that you do not lose critical email. Please delete any email you do not need and empty your email trash. This simply makes the move go smoother. The less email the process has to deal with the smoother the move will be. Also, please make note that the GroupWise email Trash will NOT move over to the new post office. It will be deleted and be un-retrievable. If there is email you must keep that is in your trash, you will need to archive it.

Please make any necessary arrangements to accommodate this maintenance.

Customer Support Process

Due to demand in the building there will be a LAN support person available in the building from 7:00 a.m. to 5:00 p.m. One person only between 7:00 a.m. and 8:00 a.m. and from 4:00 p.m. and 5:00 p.m.

Please use the ticket process. If a LAN Support person comes to your office to fix one problem and while they are there you have that person work on other problems, please call in another ticket. This will help OT track what all LAN Support personnel are doing. Also if they are working on a problem and need to come back later and do not, please remind them.

If you have a meeting for which you are going to need LAN Support, please make sure that you call in a ticket a head of time so that Support is aware that this meeting will be happening.

Scheduling of Building Conference Rooms

Make sure that the person who is scheduling the room knows what the needs of the meeting are and what you need in order to have the meeting. There could be the need for a working data jack. There are specific rooms in the building that have these and ones that do not. The list of conference rooms with active data jacks is on the web at www.dhs.innerweb.state.ut.us/conf-jacks.

Pete will go through and add comments about data jacks to the conference room information area. Pete will email the public group of conference room schedulers about the changes that have been made.

Computer Surplus

State Surplus has an abundance of computers that they are not going to be giving to schools. If you would like to purchase one of these computers contact State Surplus. They will let you know what you need to do to get one. They could be a great second or third computer. Please note there could be a chance that the computer will not come with the operating system and licenses.

Questions & Answers

1. Jeff Wells brought up that the department might want to look into getting different levels of computers more compatible to the work that a person does within their office. For example there are three classes of computer users. There is the super user, regular user and base user. Then have types of configurations/applications that go with the job that a person has and there needs for that position. In doing this it could also tie into the job description. Some offices already do this internally. To have it match job description that would have to be done by DHRM.
2. Jeff Wells asked how the ticket system is working. He would like to know how the tickets are being answered. Are they being answered in a timely manner?

Pete explained to the members about the ticket process and what information is being gained from the process. The system is a way to track how much the LAN administrators' time is getting used. It helps with making sure all problems are tracked for progress and are getting resolved. There is an occasion that when a LAN administrator will be responding to one ticket and while working on that ticket they will fix several other problems. The LAN administrators are to ask the person to open another ticket or the LAN administrator needs to add the ticket himself or herself.

It was suggested that there be stats available to review i.e. how many tickets have been answered in what amount of time, etc. Placing them on the innerweb page where it can be viewed would be the best place for them.

3. There was an article published in the Salt Lake Tribune about Microsoft Word having a software flaw that could allow files to be stolen. Jody asked if this will be a problem with files in the future and should we be concerned. Pete reviewed the article and went to the Microsoft website to see if they have anything referenced about this. He was unable to find any information about it. The article has the only reference of Microsoft and they are not advertising anything about it. Pete stated most likely there is nothing that we can do about it other than if they release some sort of service pack or a fix.

Pete will keep the members updated on any changes or developments.

Adjourn

Meeting was adjourned at 9:46 a.m.

The next meeting is scheduled for Thursday, October 17, 2002.